

Minimum Order Values effective from 1st January 2019

There are some changes to our Minimum Order Values that will come into effect on the 1st of January 2019.

These are now based on your individual customer price band and location.

New Minimum Order Values (ex VAT):

| Customer Price Band | England & Wales | South Scotland*, Isle Of Wight & Isle of Man | Channel Islands* & North Scotland* |
|---------------------|-----------------|--|------------------------------------|
| List Price, A - D | £350 | £500 | £1000 |
| E - G | £500 | £1000 | £1000 |

*delivery by carrier

The impact on our business of rising labour and distribution costs has led to the need for a full review of our service offering given the tight margins we operate under. Reviewing all our options in this regards we want to ensure whatever action we take does not impact on your ability to remain competitive in the marketplace and we want to avoid significant cost increases across our portfolio of products.

Our current Minimum Order Value has been in place with our customers for over ten years, and the full review of our service model and all the associated costs has established that our current Minimum Order Value is unsustainable going forward.

We will continue to operate as we do today and keep in place a structure that utilises our own fleet as well as third party carriers that enables us to service the entirety of Great Britain, the Channel Islands and the Isle of Man. The sliding scale of our minimum order levels and pricing is structured to reflect the differing costs of operating this model.

Should you have any questions or queries please contact our Customer Service Team on 0115 982 3900, by email to sales@petproducts.co.uk or get in touch with your local Relationship Manager.

Yours sincerely,



Steve Brown